

Court Security Officer Certification Training
Arizona Supreme Court
Administrative Office of the Courts
Education Services Division

Policy: Written Examinations

Date Adopted: October 1st, 2019

Purpose:

Establish uniform guidelines and enforcement action(s) regarding student written examinations at all Court Security Officer Certification courses; including but not limited to, Court Security Officer Academy (CSOA), and Court Security Officer Firearms Academy (CSOFA).

I. General Provisions:

- A. The Administrative Office of the Courts (AOC) is the sole owner of the certification examinations and shall maintain the copyright status and ensure that all copyright requirements are met.
- B. The AOC shall maintain at least two (2) versions of all Court Security Officer certification examinations.
 - 1. The versions will each consist of no fewer than twenty (20) multiple choice questions.
 - 2. Each version may contain the same questions; however, they shall be ordered differently within the examination.
- C. The examination passing score is 80%.
- D. Physical administration of the examination shall occur using the following protocols:
 - 1. Students shall be seated alphabetically.
 - 2. Examination versions shall be assigned in an alternating fashion so that no student is seated next to another student taking the same version of the examination.
 - 3. Completed examinations shall be turned in to the Chief Instructor, who will be seated at the front of the training room. Students will be directed to vacate the room until directed to return once every student has completed their examination.

- a. Students shall be provided a maximum of sixty (60) minutes to complete the CSO certification examination.
- 4. The Chief Instructor shall grade each examination on-site using overlay answer keys which have been validated for accuracy by both the Chief Instructor and a member of the Education Services Staff.
- 5. Upon completion of examination grading, students shall be summoned to the room individually, advised of their score, and provided an opportunity to review any missed questions. The student shall then be sent back out of the training room until each student has received their individual examination score.
- 6. Students who score below 80%, but achieve at least a 70% score, shall be afforded the opportunity to remediate to 80% with the Chief Instructor. This remediation shall assess the following, at a minimum:
 - a. Students ability to articulate not only the correct response, but also why they choose the incorrect response (e.g. What incorrect or misunderstood information lead them to choose the incorrect response?)
 - b. Students ability to answer a minimum of two questions posed by the Chief Instructor which validate their true understanding of the material (e.g. Please provide an example of “if feasible” in accordance with Tennessee vs. Garner).
 - c. Students desire to achieve the correct response and information provided during the academy which is designed to positively affect their performance as a Court Security Officer.
- E. No student manuals, study materials, portable electronics, backpacks, or other personal items shall be in permitted on training room desks or in close proximity to the students during administration of the examination.

- F. While attending the Academy, participants are bound by the same rules, conduct and ethical behavior expectations that apply in their regular assignment. AOC staff have the authority to initiate necessary action to prevent misconduct within the examination area. Misconduct may include, but it not limited to:
1. Cheating
 2. Talking during examination
 3. Sharing information during examination
 4. Use of unauthorized notes
- a. In the event misconduct is discovered at any point during the examination process, examination materials shall be seized, and the student shall be asked to leave the training area and return to their department.
 - b. The Chief Instructor will notified the Director, Education Services, as well as the student's chain of command.
 - c. The Chief Instructor, all involved academy instructors and witnesses shall prepare and forward written statements to the Director, Education Services, within 2 business days of the misconduct.
 - i. The Director may forward applicable statements and/or reports to the officer's chain of command and appropriate AOC leadership.
- G. The AOC shall provide reasonable accommodations to students with a diagnosed disability, as described by the Americans with Disabilities Act (ADA).
1. The student should request reasonable accommodation at the beginning of the program, but no later than 24 hours prior to the beginning of the examination so that a reasonable accommodation can be developed and provided.
 2. Reasonable accommodations may include:
 - a. Separate examination room
 - b. Verbal presentation of the examination to the officer
 - c. Up to one business day to complete the examination
 - d. Special explanations
 - e. Large print examination materials
- H. All academy administered examinations shall be retained by AOC.